

Technical Assistance Directory

Central Processing System (CPS) Customer Service

Schools can contact CPS customer service at 1-800-330-5947 between 7 a.m. - 7 p.m. Central Time (CT). CPS customer service assists schools with:

- processing renewal applications
- dealing with rejected Electronic Data Exchange (EDE) records and batches
- determining CPS batch status
- obtaining EDEExpress software
 - application processing
 - packaging
 - Direct Loan
- obtaining software
 - AWARE
 - Pell Payment for Windows
 - SSCR 32-bit
- obtaining technical references
 - EDE
 - Packaging
 - SSCR

Grant Administration and Payment System (GAPS)

Schools can contact the GAPS Payee Hotline at 1-888-336-8930 between 8 a.m. and 8 p.m. Eastern Time.

National Student Loan Data System (NSLDS) Customer Service

Schools can contact NSLDS customer service at 1-800-999-8219 between 7 a.m. - 7 p.m. (CT). NSLDS customer service:

- assists with log on ID and password
- responds to inquiries about
 - system availability
 - processing times

- status of a school's transmission
- system navigation
- assists data providers if transmission problems occur when trying to obtain or provide data to NSLDS

Title IV Wide Area Network (TIV WAN) Customer Service

For assistance with TIV WAN, schools can contact TIV WAN customer service at 1-800-615-1189 between 7 a.m. - 10 p.m. (CT). TIV WAN customer service assists schools with:

- signing up for EDE enrollment and participation
- changing and resetting passwords
- correcting transmission errors
- billing and invoices
- obtaining software
 - EDConnect
 - NET*CONNECT
 - OPEnet
- obtaining software manuals and user's guides

Title IV Programs

For general information and assistance, contact the Federal Student Aid Information Center at 1-800-433-3243 (1-800-4-FED-AID) between 7 a.m. - 7 p.m. (CT). The Federal Student Aid Information Center:

- provides information on student financial aid programs
- provides assistance in completing the Free Application for Federal Student Aid (FAFSA)
- disseminates many of ED's publications

Schools can contact their ED Institutional Participation and Oversight Service (IPOS) case management team for information about:

- audit resolution
 - status of ED's final determination letter
 - final determination appeal process
 - a corrective action plan
- financial statement analysis
- program review
- recertification
- separation of functions issues

Case Management Teams and Divisions			
Team	Division	Telephone	States Served
Boston	Northeast	617-223-9338	Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont
New York	Northeast	212-264-4022	New Jersey, New York, Puerto Rico, and the Virgin Islands
Philadelphia	Northeast	215-656-6442	Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, and West Virginia
Atlanta	Southeast	404-562-6315	Alabama, Florida, Georgia, Mississippi, North Carolina, and South Carolina
Kansas City	Southeast	816-880-4053	Iowa, Kansas, Kentucky, Missouri, Nebraska, and Tennessee
Dallas	Southwest	214-880-3044	Arkansas, Louisiana, New Mexico, Oklahoma, and Texas
San Francisco	Southwest	415-556-4295	Arizona, California, Hawaii, Nevada, American Samoa, Guam, the Federated States of Micronesia, the Republic of Palau, the Republic of the Marshall Islands, and the Commonwealth of the Northern Marianas
Chicago	Northwest	312-886-8767	Illinois, Minnesota, Ohio, and Wisconsin
Seattle	Northwest	206-287-1770	Alaska, Idaho, Indiana, Oregon, and Washington
Denver	Northwest	303-844-3677	Colorado, Michigan, Montana, North Dakota, South Dakota, Utah, and Wyoming
Foreign Schools	Northeast	202-708-8820	

Federal Pell Grant Program

Schools can contact the Recipient Financial Management System (RFMS) at 1-800-4-P-GRANT or their Federal Pell Grant financial management specialist for questions about:

- financial information
- document requests
- batch processing status
- messages
- batch summaries
- individual record rejects
- statements of account
- year-to-date Federal Pell Grant payment data requests

Campus-Based Programs

Schools can contact the campus-based program financial management specialist serving their state for information about:

- preparing the Fiscal Operations Report and Application to Participate (FISAP)
- correcting or verifying initial data and edits from the FISAP
- interpreting tentative funding levels for their institution
- determining final authorization levels for their institution (found in their Official Notice of Funding)
- confirming final adjusted authorization levels for their institution
- releasing campus-based funds
- reporting prior year recoveries

For information on the electronic FISAP process, contact an electronic FISAP administrator at 301-565-0032 between 8:30 a.m. - 5 p.m. (ET).

Campus-Based Programs Financial Management Specialists

Contact	Telephone	States Served
Terry Brooks (Alternate: Winston Murphy)	202-708-9231 202-708-8823	Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, and Montana
Dinah Nelson (Alternate: Winston Murphy)	202-708-8759 202-708-8823	Florida, Ohio, and Pennsylvania
Carolyn Short (Alternate: Constance Daly)	202-708-9184 202-708-9227	Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, Utah, and the Virgin Islands
Mattie Gray (Alternate: Constance Daly)	202-708-8267 202-708-9927	Alabama, Alaska, Arizona, Colorado, Connecticut, Delaware, Georgia, Kentucky, Rhode Island, and Vermont
Serenia Newsom (Alternate: Constance Daly)	202-708-9233 202-708-9227	Arkansas, District of Columbia, Hawaii, Texas, Virginia, West Virginia, Wyoming, Guam, the Republic of Palau, the Republic of the Marshall Islands, and the Commonwealth of the Northern Marianas,
Joseph Morris (Alternate: Winston Murphy)	202-708-8745 202-708-8823	Idaho, Illinois, Indiana, Iowa, Kansas, and Missouri
Alice Payne (Alternate: Constance Daly)	202-708-9754 202-708-9227	California, South Carolina, Mississippi, and Puerto Rico
Mary Hubbard (Alternate: Winston Murphy)	202-708-9230 202-708-8823	North Carolina, North Dakota, Oklahoma, Oregon, South Dakota, Tennessee, Washington, and Wisconsin
If you have trouble contacting either your specialist or the alternate, call 202-708-7741.		

William D. Ford Direct Loan Program

Schools can contact ED's Direct Loan Task Force at 202-708-9951 between 7 a.m. - 5 p.m. (ET) for information about Direct Loan procedures and operations.

Schools can contact ED's Policy Development Division at 202-708-8242 between 7 a.m. - 5 p.m. (ET) for information about Direct Loan policies and regulations. Schools should ask the operator to transfer them to a Direct Loan policy specialist.

Schools can contact Direct Loan Customer Support at 1-800-756-4220 between 8:30 a.m. - 5:00 p.m. (ET). Direct Loan Customer Support provides information about:

- Direct Loan Technical Reference
- Direct Loan record layout
- Combo/mainframe support for Direct Loans
 - provides support to schools creating their own Direct Loan processing center
 - provides support to schools creating their own interface with EDExpress software
 - helps schools develop files to import into EDExpress

Schools should contact the Direct Loan Origination Center at 1-800-848-0978 between 7 a.m. - 7 p.m. (ET) for information about:

- reconciliation
- acknowledgements
- batch integrity errors
- promissory notes
- batch status
- rejected batches

If schools have questions about reconciliation, they can also contact the Direct Loan Origination Center.

Direct Loan Client Account Management

Region	Address	Telephone	States Served
Region I	10 Causeway Street 3rd Floor, Room 341 Boston, MA 02222	617-565-6911	Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont
Region II	75 Park Place 12th Floor New York, New York 10007	212-264-8012	New Jersey, New York, Puerto Rico, and the Virgin Islands
Region III	Wanamaker Building 100 Penn Square East, Suite 513 Philadelphia, PA 19107	215-656-5929	Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, and West Virginia
Region IV	61 Forsyth Street, SW Room 18T20-A Atlanta, GA 30303	404-562-6259	Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee
Region V	111 North Canal Street Room 830 Chicago, IL 60606-7206	312-886-8766	Illinois, Indiana, Michigan, Ohio, and Wisconsin
Region VI	1999 Bryan Street Suite 2735 Dallas, TX 75201-6817	214-880-2405	Arkansas, Louisiana, New Mexico, Oklahoma, and Texas
Region VII	7505 Tiffany Springs Parkway Suite 500 Kansas City, MO 64153-1367	816-880-4090	Iowa, Kansas, Missouri, and Nebraska
Region VIII	1391 North Speer Boulevard Suite 800-A Denver, CO 80204-2512	303-844-3677	Colorado, Minnesota, Montana, North Dakota, South Dakota, Utah, and Wyoming
Region IX	50 United Nations Plaza Room 121 San Francisco, CA 94102-4987	415-556-4201	Arizona, California, Hawaii, Nevada, American Samoa, Guam, the Federated States of Micronesia, the Republic of Palau, the Republic of the Marshall Islands, and the Commonwealth of the Northern Marianas
Region X	1000 Second Avenue Suite 1200 Seattle, WA 98104-1023	206-287-9840	Alaska, Idaho, Oregon, and Washington

Federal Family Education Loan (FFEL) Program

Schools can call the FFEL Program automated voice system at 202-205-0045 between 8:30 a.m. - 4 p.m. to get information about:

- Treasury bill rates
- PLUS Loan rates
- Stafford Loan variable rates
- lender bulletins
- Form 799
- Form 799 Explanation Manual